

Cancellation Policy

The primary member may cancel the contract during the initial twelve (12) month membership for medical or relocation reasons.

Medical Cancellation: Member may cancel the contract for medical reasons. Member's doctor must provide certification that Member's future use of the RiverPlex facilities and services will impair his/her health.

Relocation Cancellation: Member may cancel the contract if he/she permanently moves his/her residence more than thirty-five (35) miles from the RiverPlex. Member must provide documentation that demonstrates change in permanent address.

All membership agreement payments must be current at the time of the cancellation plus a fifty dollar (\$50.00) cancellation fee. Processing fees and Initiation/Wellness fees are non-refundable.

Cancellation after 1st year: Member may cancel by providing a 30 day written notice after the 1st year of the contract. Member will occur the normal monthly charges if the billing cycle falls during the 30 day written notice.